

**Thank you for joining the
Aetna Better Health Webinar.**

We will begin shortly.



Aetna Better Health® of Pennsylvania

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Housekeeping

- All lines will be muted to reduce background noise
- Use the Q & A Box to submit any questions to ALL PANELISTS.
PLEASE NOTE: If you only submit to the presenter, your question will not be able to be addressed during the webinar.
- The presentation will be available on our website under Past Provider Education Webinars within a week and here is the link:
<https://www.aetnabetterhealth.com/pennsylvania/providers/education>

Aetna Better Health Kids (CHIP) Expansion & ABH-PA Medicaid Comprehensive Closure Services

Presenter: Alicia LaFrance
Lead Director Network Management

June 29, 2022





Agenda

- Aetna Better Health Kids (CHIP) Growth & Benefits
- Provider CHIP Counties
- Introduction of ABH Kids (CHIP) Team
- ABH-PA State Medicaid Comprehensive Closure Process
- July Webinar: Claims Process

A woman with blonde hair, wearing a dark long-sleeved shirt, is leaning over a kitchen sink. She is washing a young child's hands. The child is wearing a striped shirt. The scene is set in a kitchen with a modern faucet and a window with blinds in the background. The entire image has a purple tint.

Aetna Better Health Kids

**Pennsylvania
CHIP Expansion**

Aetna Better Health Kids (CHIP) is Growing!

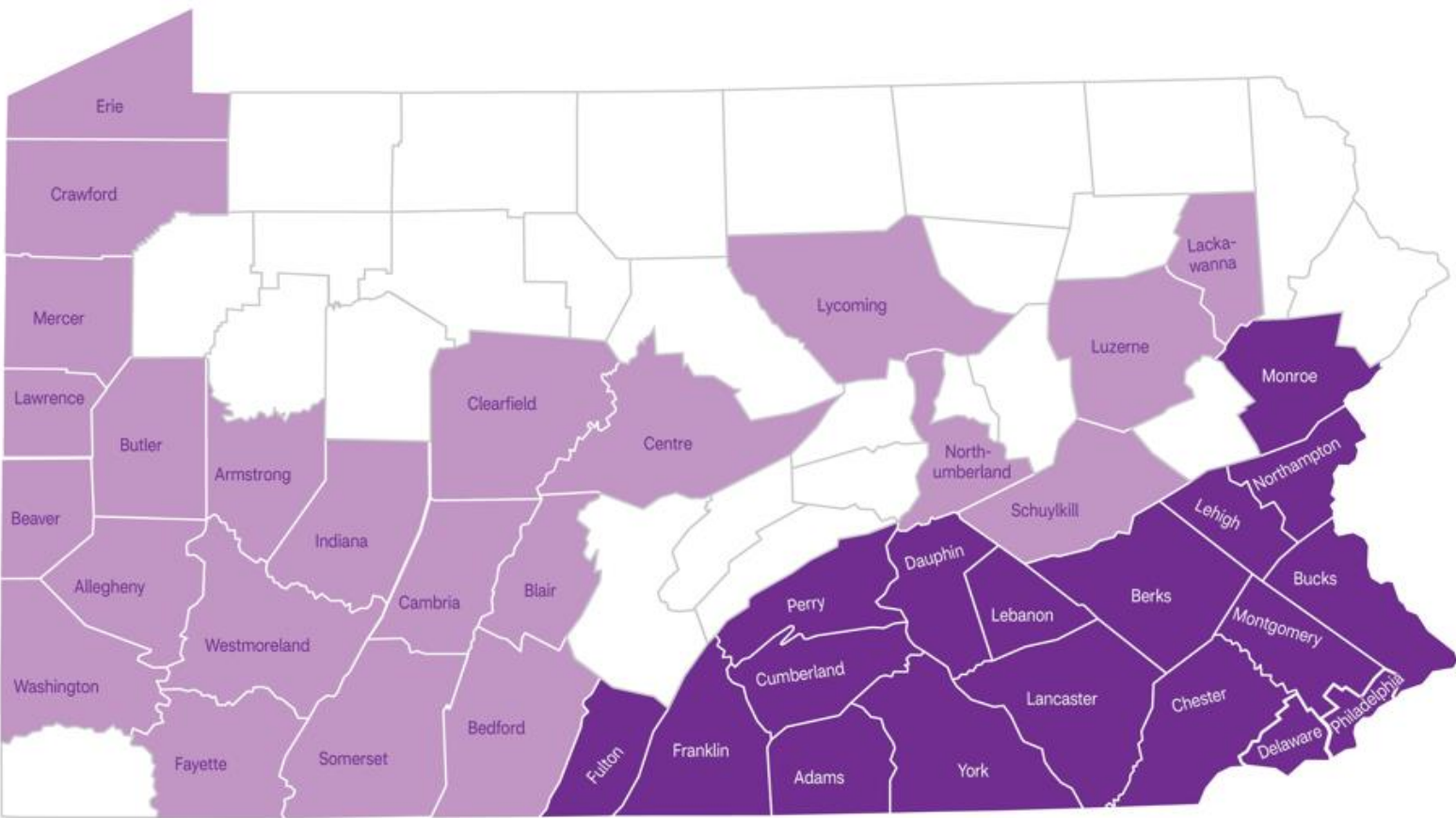
**January 2022
Service Area Expansion**

Pennsylvania Coverage Increased From 23 to 41 Counties!

A photograph of a woman with blonde hair, wearing a dark long-sleeved shirt, leaning over a kitchen sink. She is washing a young child's hands. The child is wearing a striped shirt. The scene is set in a kitchen with a modern faucet and a window with blinds in the background. The entire image has a purple tint.

CHIP Counties

Aetna Better Health® Kids (CHIP) Expansion



 Aetna Better Health Kids (CHIP) Legacy Counties

 Aetna Better Health Kids (CHIP) Expansion Counties



Aetna Better Health® Kids
A CHIP Health Plan

Expanding Our Partnership



Focus

- ✓ Members First
- ✓ Open dialog between Provider and ABH Kids
- ✓ Reflective Listening



Communicate

- ✓ Quarterly Provider Newsletters
- ✓ Notifications & Up-dates via fax & email blasts
- ✓ Customer Service



Educate

- ✓ Virtual, Group or Individual Learning
- ✓ Office of CHIP Updates



Partner

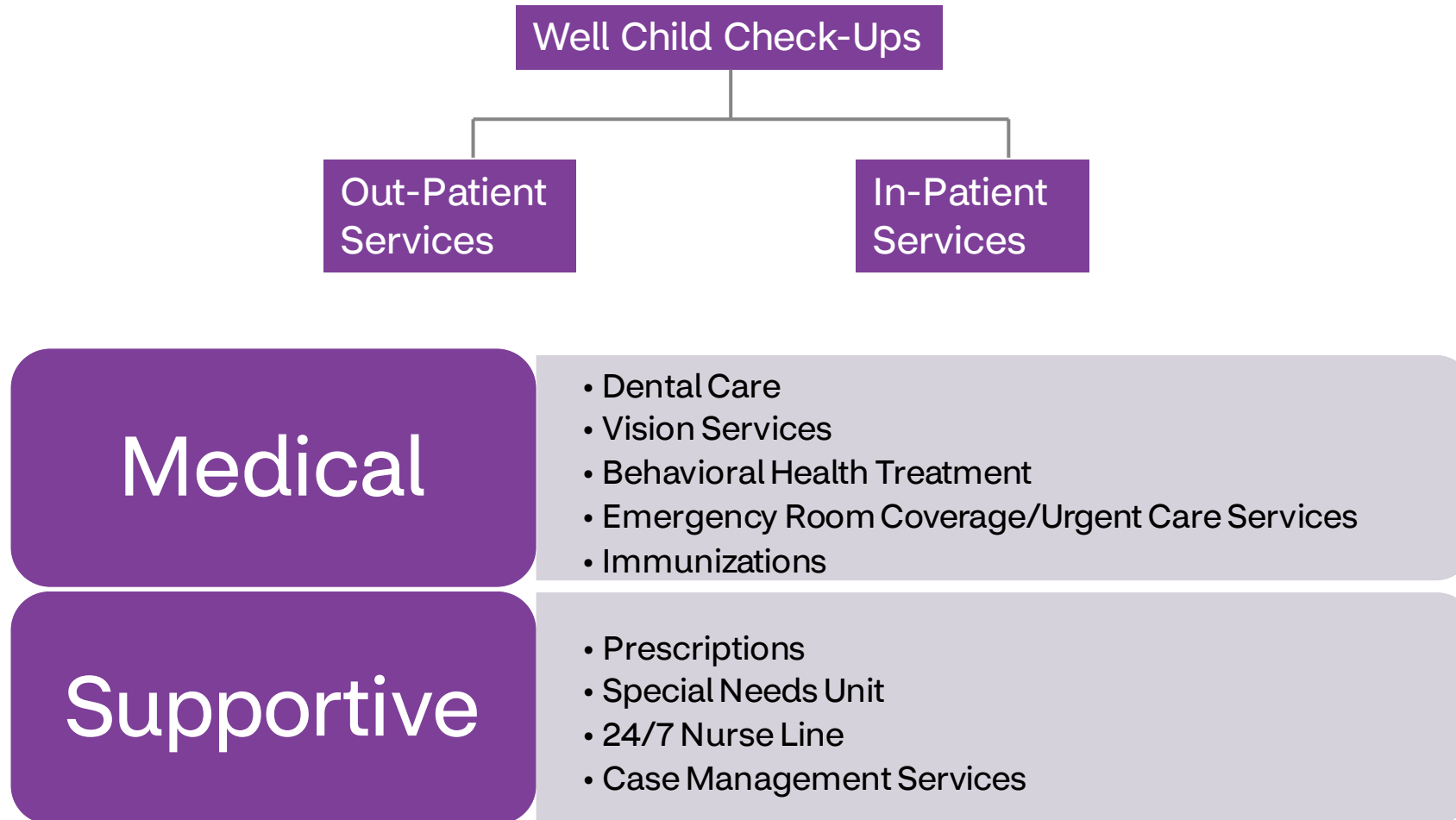
- ✓ Provider Events
- ✓ Community Based Organization Engagement



Quality

- ✓ Well-Care Initiatives
- ✓ Social Determinants of Health Partnerships

Comprehensive Services Make Aetna Better Health Kids The Right Choice for CHIP!



A young woman with dark hair and glasses, wearing a blue sweater, is looking down with a sad expression. She is in a crowded outdoor setting, possibly a park or a public square, with many other people blurred in the background. The lighting is soft and natural, suggesting it might be late afternoon or early morning. The overall mood is one of loneliness or sadness.

Health through Hope

Behavioral Health

Behavioral Health

Kids Struggle Too

- ✓ **Access to BH care is a covered benefit.**
- ✓ **No authorization needed.**

1-800-822-2447
Behavioral Health

1-855-346-9828
Urgent Mental Health Needs

911
Mental Health Emergencies

AetnaBetterhealth.com/pennsylvania/find-provider

[Click Here](#)



Aetna Better Health® Kids
A CHIP Health Plan



New Exclusive Benefits

Supporting Our Families

- CVS Health Parent Company
- Over-the-Counter Benefit
 - ❖ **\$30 per Month, per Child**
 - ❖ **Select Medications and Products at *no-cost***
- ✓ Cough and Cold Medicine
- ✓ Oral and Dental Care
- ✓ Ear and Eye Care
- ✓ Pain Relievers and First Aid
- ✓ Allergy Medicine
- ✓ Feminine Hygiene Products
- No-Cost Home Delivery
- Convenience of premium payments at local retailers.



Aetna Better Health® Kids
A CHIP Health Plan



Introducing the NEW
Aetna Better Health® Kids

No Cost Over-the-Counter (OTC) Benefit

[Aetnabetterhealthpenn.com/otc](https://aetnabetterhealthpenn.com/otc)

[Click Here](#)

Provider Benefits

Aetna Better Health Kids

Monthly Provider Webinars

- Relevant healthcare topics
- Provider requested information

Prompt, Frequent Claims Payment

- Claim payments – Issued twice weekly

Personalized Treatment & Resources

- Dedicated representative
- Issue resolution

Monthly Satisfaction Surveys

- Provider feedback critical
- Consistent, quality service



Provider Partnerships

Aetna Better Health Kids (CHIP)

National Health Centers Week

- Educational support
- Focus: Vaccination hesitancy

Community Organizations

- Partnerships with nonprofit community events
- Health screenings meet HEDIS requirements

Co-Branded Marketing Opportunities

- Advertising
- Social Media
- Promotional items

Member Outreach

- Direct mail
- Telephonic outreach
- Announce 'Now accepting Aetna Better Health Kids CHIP'



Provider Office Connections

Aetna Partnerships Promote Providers

- Office window decals announcing “We accept Aetna Better Health Kids (CHIP)”
- Aetna Better Health® Kids (CHIP) representative in office regularly to answer questions
- Up-to-date vaccination information and health education literature for display in exam and waiting rooms
- Take-home coloring and activity books available in offices, available to all patients



A photograph of a woman with blonde hair, wearing a dark long-sleeved shirt, leaning over a kitchen sink. She is washing a young child's hands. The child is wearing a striped shirt. The scene is set in a kitchen with a modern faucet and a window with blinds in the background. The entire image has a purple tint.

ABH Kids (CHIP) Team

Professional Experience

Teresa has more than 20 years of experience in the managed care industry, with a focus on network development, contract administration, state reporting, regulatory compliance and provider reimbursement. Teresa also has specialized and extensive knowledge of FQHC & RHC operations and overall network management.

Prior to working at Aetna Better Health of Pennsylvania, Teresa worked for several other managed care organizations in Southeastern Pennsylvania as a Senior Contract Analyst and Provider Network Account Executive.

More about Teresa

Teresa resides in Delaware County with her husband and youngest daughter. She is the current president of a mentoring group for young girls, as well as a member of the Rotary Club. Teresa holds a Master's in Health Administration/Health Education from St Joseph's University in Philadelphia. She enjoys traveling, reading, crafting and most importantly, quality time with friends and family.



Teresa Washington
Senior Analyst, Network Relations

Email: WashingtonT@aetna.com



Professional Experience

Brady has experience as a claims processor for Aetna Medicare, servicing providers nationwide. He also brings a wealth of experience with complex claims and credentialing concerns.

Brady's technical computer capabilities contribute to our department's stream-lined process improvement. He takes pride in offering our providers quality service.

More about Brady

Brady resides in Plum, Pennsylvania, near downtown Pittsburgh. An alum of Slippery Rock University, Brady lives with his wife, Alexis and Charlie, their 2-year-old mini-goldendoodle.

Brady enjoys watching sports and traveling. His 'bucket-list' is to visit all 30 major league baseball parks in the United States.



Brady Bingman
Senior Analyst, Network Relations

Email: BingmanB@aetna.com



Professional Experience

Before joining Aetna Better Health, Teri worked in managed care for more than five years, with a focus on network contracting, program management and network adequacy development.

Teri is a graduate of St Joseph's University and holds a Master's in Healthcare Administration (MHA).

More about Theresa

Teri resides in Doylestown, Pennsylvania, located in Bucks County. Teri loves the outdoors, except for the sleeping outdoors! She spends her weekends hiking and "glamping," dreaming of one day living in a beautiful cabin in Switzerland.



Theresa Russell-Shaw
Senior Analyst, Network Relations

Email: Russell-ShawT@aetna.com



Professional Experience

Jacelyn has been a dedicated Aetna team member for 18 years. Starting her Aetna career within the Commercial Division, Jacelyn was a Senior Customer Service Representative, then a Correspondence Analyst and subsequently a Complaint and Appeal Analyst. Her extensive experience is both provider and member-facing.

Jacelyn's vast experience allows her to address our provider needs comprehensively.

More about Jacelyn

Jacelyn resides in Lehigh County and enjoys the outdoors. She especially appreciates being in her garden and spending time her family and dogs.



Jacelyn Cressman
Senior Analyst, Network Relations

Email: CressmanJ@aetna.com




A photograph of a woman with blonde hair, wearing a dark long-sleeved shirt, leaning over a kitchen sink. She is washing the hands of a young child with blonde hair, who is wearing a striped shirt. The scene is set in a kitchen with a modern faucet and a window with blinds in the background. The entire image is overlaid with a semi-transparent purple filter.

ABH-PA Medicaid Comprehensive Closure Process

HealthChoices Implementation Schedule

	22-Jun	27-Jun	29-Jun	1-Jul	7-Jul	27-Jul	16-Aug	17-Aug	20-Aug	21-Aug	1-Sep
Provider Webinar: CHIP Expansion/MA Closure			ABH-PA								
Consumer Notice Mail Dates	Enrollment	Enrollment	Enrollment	Enrollment	Enrollment						
Consumer Choice Period	Enrollment	Enrollment	Enrollment	Enrollment	Enrollment	Enrollment	Enrollment				
Auto Assignments to Discontinuing Plans Stop				Systems							
Provider Webinar: Medicaid Claims Process						ABH-PA					
Auto Assignments								Enrollment	Enrollment	Enrollment	Enrollment
New Plan Emplementation Effective Date											Agreement

Key	
Systems	Systems
Enrollment	Enrollment
Agreement	Agreement
Readiness	Readiness
ABH-PA	ABH-PA



**July 2022 Webinar
Claims Process**

Get the Facts

HealthChoices Changes

FACT 1 Aetna Better Health® has **2 health plans in Pennsylvania**

- Aetna Better Health® Kids (CHIP)
- Aetna Better Health® of Pennsylvania (Medicaid)

FACT 2 CHIP is here to stay!

CHIP members in our Aetna Better Health® Kids (CHIP)
41 counties across Pennsylvania into 2023

FACT 3 Aetna Better Health® of Pennsylvania (Medicaid) members will
have to choose a new health plan that will be effective September 1, 2022.

ABHPA CHIP Is Here to Stay....

***Thank you for sharing these member benefits
with your Aetna Better Health Kids patients!***

Not a participating provider?

Not credentialed to service CHIP members?

Enter your name, practice & phone number in the chat box.

We'll answer your questions...

And welcome you to our team!

<https://www.aetnabetterhealth.com/pennsylvania/providers/join-our-network>

Click Here



Aetna Better Health of Pennsylvania

Monthly Provider Education

Medicaid Claims Processing



